

John Ruiz

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Adaptable professional with 8 years of experience and a proven knowledge of customer service, customer satisfaction, and working in a fast-paced environment. Aiming to leverage my skills to successfully fill the leader role at your company.

Willing to relocate: Anywhere

Work Experience

Customer Service Representative, Customer Support

Deckers Brands - Broomfield, CO
December 2021 to February 2022

Processed calls in work from home environment taking 30-45 calls a day, solving problems for customers through phone, chat, and email
Communicated and updated customers on order process, taking orders, and solving 100% of problems or issues that may arise.
Recommend products and offer solutions to issues with products, accessing accounts, and making purchase's for customers.

Website Customer Support Rep

TTEC - Greeley, CO
January 2021 to November 2021

Identified and completed 100% of issues within one call and consistently met performance targets.
Communicated user inquiries regarding computer software or hardware operation to resolve problems.
Clarified issues and provided support to customers with access to their accounts through trouble shooting technical errors.

Lead Line Cook

Old Chicago Pizza - Loveland, CO
July 2019 to March 2020

Established a clean and organized area
Provided fast and efficient service for customers
Adapted and learned new items quickly.

Shift Leader / Line Cook / Baker

Cracker Barrel - Loveland, CO
March 2017 to August 2019

Motivated employees to optimize team performance and assessed team performance to encourage productivity.
Coordinated with front- and back-of-house team members to meet needs and avoid service delays.
Managed employee training and staff management tasks and inspected work to drive product and service quality.

Direct Sales Rep

Quality Counts House Painting - Johnstown, CO

May 2015 to August 2017

Discovered and increased a client base by building relationships with prospects through networking and in-person visits.

Improved sales process by delivering feedback to management.

Filed and answered customers' questions about products, prices, and availability and set appointments for future quotes.

Education

High school diploma

Skills

- Problem resolution
- Strong Communication
- Time management
- Data entry
- Computer Skills